

**PROTOCOL FOR PATIENTS' and VISITORS' USE of
MOBILE PHONES within SECURE SERVICES**

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The Director responsible for monitoring and reviewing this protocol is:

The Director of Specialist Services

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within SECURE SERVICES

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SCOPE

Services	Applicable	Comments
Essex	✓	
Bedfordshire and Luton	✓	

PROTOCOL FOR PATIENTS' and VISITORS' USE of MOBILE PHONES within SECURE SERVICES

1.0 INTRODUCTION

- 1.1 The EPUT secure services will ensure that there are systems and procedures in place to support the unit in the management of mobile telephones used by patients and visitors, taking into account the security needs of the service. This protocol applies to all patients and visitors within the secure services directorate.

2.0 OBJECTIVES

- 2.1 To maintain and manage overall safety and security within the secure services, mobile phone detectors will be deployed in some secure service sites (Brockfield House and Robin Pinto Unit) to monitor any possible breaches in this and other policies which relate to the use of mobile phones within secure service sites.

3.0 REVIEW AND MONITORING

- 3.1 In accordance with sections 5.1.3 and 5.2.4 (below) the use of mobile telephones by patients will be subject to an ongoing risk assessment by the multi-disciplinary teams.
- 3.2 The risk assessment must balance the support of patients in maintaining communication with staff, relatives, carers, etc. with any associated risks arising from the individual patient having ready access to mobile telephone communication. In the case of patients' personal mobile phones this includes any additional functions the particular phone may possess such as internet access and camera/ sound recording functions.
- 3.3 The risk assessment should include consideration of:
- Issues related to any past history of criminal activity
 - Previous drug or alcohol problems
 - The likelihood of the patient making (or attempting to make) contact with their victims or to plan meetings with others for illegal or subversive purposes.
 - Accessing of pornographic material, which may have a negative impact on the treatment some patients are receiving
 - All patients personal phones must be checked for mobile internet use and other mobile phone functionality (e.g. camera and other recording capabilities) as the MDT will need to give consideration to whether it is appropriate for the patient to be able to use such mobile phone functions whilst on leave.

- 3.4 In some circumstances patients may be offered the loan of a trust mobile phone soon after admission to make urgent calls, subject to an initial risk assessment by the ward nurse in charge. If the patient is being nursed in seclusion or long term segregation, or is deemed by the MDT to be a high risk at other times when using the phone, then a mobile will be made available to them only for the duration of the call and then must be returned to nursing staff.

4 REFERENCE TO OTHER TRUST POLICIES / PROCEDURES

- CP54 Trust Mobile Phone policy
- CPG 54 Trust Mobile Phone procedural guidelines

5.0 PROCEDURE

5.1 Patients - Ward Purchased mobile phones

- 5.1.1 Within all wards in the secure services patients will have the opportunity to be loaned a basic (non-smart) mobile phone which they can use with certain restrictions and with MDT agreement. These phones will lack the utility to access the internet, take pictures or have any recording function (audio or video). Such basic phones can be supplied (loaned) by the ward to the patient but will remain the property of the Trust.
- 5.1.2 Where loaned a basic phone by the Trust the phone will already have a SIM card in place with £5 of free credit but patients will be required to subsequently purchase top-up vouchers to continue using the phone.
- 5.1.3 Patients who wish to loan a Trust mobile phone will be required to sign and abide by the Agreement which sets out the conditions of its use (Appendix 2)
- 5.1.4 Calls will not be forwarded or transferred from the ward phone to the service user's mobile phone.
- 5.1.5 On issuing the phone the SIM card's serial number (SSN), and the phone's number and IMEI number will be logged against the assigned service user. The phone will also be numbered and the service user will be assigned the same phone for every use.
- 5.1.6 If a service user transfers to another ward, the phone must be returned to the existing ward. The service user will then be issued another phone by the new ward.

5.2 Patients and Visitors – Personal mobile phones (including smart phones)

- 5.2.1 Prior to entering the Secure Services all patients and visitors will be reminded of the restrictions regarding their own personal mobile phones
- 5.2.2 If a visitor or relative brings in a smart mobile telephone for a patient to use they will be advised of the restrictions as to their use by patients. Provided it has been agreed by the patient's MDT for him / her to have a mobile phone while on leave of absence, the patient's visitor or relative will be asked to give the smart phone to reception staff for safe keeping and storage for the patient. In the latter case the patient will only be able to use the phone in accordance with this protocol.
- 5.2.3 When not being carried while on leave of absence all patients will surrender their personal mobile telephones (and the SIM cards within them) to secure services staff for safekeeping. At Brockfield House, the telephone number of the mobile telephone will be given both to security (reception) staff and to the individual ward who will record and keep this logged.
- 5.2.4 Any patient wishing to use their own mobile telephone whilst on either perimeter or community leave must make the request to their multidisciplinary team for discussion and a decision will be made at a ward round. Where it is agreed by the MDT for patients to use their own mobile phone in the perimeter to make video or other calls with carers etc, special conditions apply which must be adhered too. The patient must sign a contract to this effect. (See appendix 4)
- 5.2.5 At Brockfield House, the issuing and return of the mobile phone will be managed by the reception office staff. The charger and phone must be stored securely in reception when not in use (or in the ward property cupboard at Robin Pinto Unit and the Wood Lea clinic).
- 5.2.6 As indicated in Appendix 1 of these guidelines, the reception staff at Brockfield House will, at the patient's request, charge the mobile phone prior to the leave provided they are given, at least, twenty-four hours' notice.
- 5.2.7 Patients who have been granted permission to use their own mobile phone while on leave must sign an agreement (see Appendix 1).

5.3 Visitors

- 5.3.1 All visitors to clinical areas, including professional visitors, will be advised of the secure service's policy which prohibits the taking of personal mobile

telephones into these locations for reasons of security. For the purpose of this policy (and the Security and Etiquette protocol – SSOP 40) a clinical area is defined as any area to which patients have access, even if the access is only occasional and supervised (e.g. Gym). This prohibition includes ward staff rooms. Any visitor who refuses to adhere to this restriction will be denied access.

- 5.3.2 A lockable facility will be available for storing mobile phones before visiting clinical areas.